

DRAFT

MAAP – MA Supervisory Override

Overview

From time to time MAAP transactions require supervisory override to correct or approve items that most registration clerks are not authorized to do. Municipal Agents (MA) must have this capability. MAs can resolve some issues, but others can only be resolved by the DMV (Division of Motor Vehicles). The following lists requirements for MA supervisory override.

General MA Supervisory Override Requirements

- MAs are authorized to have supervisory override privilege
 - Each town/city may have a maximum of two certified municipal agent clerks who are authorized to have supervisory override privilege
 - DMV must specify which clerks are authorized to have supervisory override privilege
 - Only one clerk may have supervisory override privilege at any given time
- Some towns have only one certified municipal agent or may have only one clerk on duty; therefore MAs who have supervisory override privilege may perform an override on their own work (also know as self override)
- Some issues can only be resolved by DMV (i.e., the state); therefore supervisory override issues must be categorized by those that can be resolved by MAs and those that only the state can resolve
- MAs authorized to have supervisory override privilege can transfer their privilege to another MA in the same town/city (see a suggested method to transfer supervisory override privilege below).

Granting and Transferring Supervisory Override Privilege

- In each town/city, the first clerk to login to MAAP, who is authorized to have supervisory override privilege, will be granted that privilege
- To transfer that privilege from one clerk to another, the clerk who currently has the privilege must logout of MAAP. When the other authorized clerk logs into MAAP she/he will be granted the privilege. The first clerk then may login to MAAP if he/she wishes to; the privilege will have been transferred to the second clerk.

This process will require MAAP to check if a clerk has supervisory override authorization at the time of login. If that clerk is authorized to have the privilege, then MAAP will have to check if the privilege has already been granted to another clerk.